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Enterprise Content Management

1.   What is the official due date of the bid to HCR?
- 10/9/12, 3 PM

2.   How many organizations/departments within HCR will be involved in this consulting engagement?
- Primarily one, the IT unit.

3.   How many organizations/departments will ultimately be migrated to the ECM platform?
- All of our departments/units, 20 +/- units.

4.   Does NYS HCR have standard document types that can be applied to the ECM platform and have they identified the data components/metadata making up the documents?
- A number of the document types, and their corresponding components/metadata have been identified. But there are still a number of document types that must be identified and applied to the ECM platform.

5.   If document types are known, is there an understanding of what documents are vital? Critical?
- No, without all document types being identified yet we do not know of all our vital or critical documents.

6.   Are there record categories that are considered confidential, does the scope cover all document types (e.g. electronic, paper, microforms, video etc)?
- Currently there are no record categories that are considered confidential. The scope covers electronic and paper documents.

7.   Will the information review require an analysis of all workstations and local drives as well as DC capacity, redundancy and backup? Is the Data Center in the NY area?
- The information review will not require analysis of all our workstations and local drives. The information review will however require analysis for redundancy on our network drives and their backups. The data center is located in Albany, New York.

8.   If OpenText v10 is the platform for records management that has been chosen, has an evaluation/validation occurred previously?
- Yes, approximately three years ago an evaluation occurred and OpenText was chosen.

9.   Is there a Records Manager at HCR or records management function in place?
- Yes, there is a Records Manager at HCR.

10. What functionality is HCR looking to obtain from integrating SharePoint with OpenText? Collaboration?
    - Yes, collaboration. We expect SharePoint to be our front-end to our OpenText Content Server ECM.

11. What version of SharePoint is HCR using or anticipate using?
    - HCR is using SharePoint Server 2010.
12. Are all the systems/platforms used to create records already known?
    - No, not all have been identified yet.
13. Has a Business Impact Assessment, Business Continuity Plan or DR continuity of operations document or plan, been produced within the last year?
    - No.
14. Is there a backup and retention schedule already in use?
    - Yes, we follow a backup schedule for the content. There is currently no retention schedule for any of our documents in our ECM system. Because of litigation purposes none of the agencies data is deleted, so there is no retention schedule.
15. Is there a discovery process in place today and available for review?
    - No official process at this time.
16. Will an HCR project manager counterpart to work along with the GRM Program manager?
    - Yes, depending on how the project is broken up there may be a couple of HCR project managers involved.
17. Is all active data stored on premise? Where is backup data stored?
    - Yes, currently all active data is stored on premise. Some of the active backup data and long term historical data are stored on premise, because of litigation purposes. The remainder of the active backup data is stored at our disaster recovery site in Albany, New York.
18. Is the consulting engagement effort required to be completed on site on a full time basis?

    - The consulting engagement effort is not required to be on site at all times, but may be helpful during certain portions of the project.